

**Service Level Agreement**

**Between**

[Insert full name of IDNO]

**And**

[Insert full name of Authority]

Relating to

**Street Lighting & Furniture**

## 1. Introduction

This SLA document outlines the key issues surrounding the adoption of street lighting and furniture connected to IDNO networks by the Local Authorities.

[IDNO] whose registered office is [xxx] Company Number [xxx] is the IDNO serving the area covered by the Authority.

The Authority owns and maintains equipment, which includes street lighting columns, traffic signs, traffic signals, feeder pillars and their own underground cables. The Authority may appoint an agent for the purposes of fulfilling this agreement.

This SLA is made between the IDNO and LA it sets out the Standard of Service IDNO will provide to LA and the information which LA will provide to IDNO to achieve the required standards whereas:

- a) LA and IDNO have entered into an Unmetered Connection Agreement, and
- b) LA holds and maintains an accurate, detailed inventory which also, where applicable, is in accordance with the requirements of BSCP (Balancing and Settlement Code procedure) 520.

## 2. Philosophy

IDNO is committed to delivering high standards of service to its customers. Underpinning this commitment is the GSoP's for the connection and repair of unmetered connections. IDNO undertakes to perform repair and new connections work in relation to unmetered connections within the scope of the SLA.

LA are committed to working in partnership with IDNO and its service providers to support the SLA and to enhance the overall process of providing and maintaining electrical connections to unmetered installations.

IDNO recognises the benefit of working with the Street Lighting steering group, which provides collective representation for LA's within its region. The group recognise the benefit of working together to develop the SLA and will in future look to develop further complimentary policies and working practises covering unmetered connections activities.

## 3. Criteria for acceptance of unmetered connections

It is accepted that street lighting equipment (including feeder pillars), except under exceptional circumstances, shall be provided with points of connection to IDNO's distribution network system, known as 'Unmetered Connections'. Unmetered Connections are considered to be where:

- a) the load is of a predictable nature, and either;
- b) the load is less than 500W or;
- c) it is not practical that a supply of electricity is given through an appropriate meter due to -
  - (i) the expected metering costs in that particular case being significantly higher than the usual metering costs associated with that size of load;
  - (ii) the technical difficulties associated with providing such a meter in that particular case; or
  - (iii) the operation of law prohibiting or making excessively difficult the provision of such a meter in that particular case.

The provision of such a connection is dependent upon the LA entering into an Unmetered Connection Agreement with the IDNO and providing and maintaining an accurate, auditable inventory in a format agreed with the IDNO. This document and its contents shall apply regardless of who the energy supplier shall be.

#### 4. Trading of IDNO MPAN's for Unmetered Connections to IDNO networks

IDNO will provide a **single MPAN** to LA to enable LA to trade their unmetered energy consumption with their chosen Supplier. The IDNO MPAN will be unique to the LA, IDNO and Grid Supply Point that the IDNO network is ultimately connected to.

Given the low volume of energy that is likely to be consumed, the MPAN will initially be registered and traded for non half hourly basis. However, this will be reviewed annually so that if the level of unmetered energy consumption increases, it may become economically advantageous for the LA to trade on a half-hourly basis.

With this in mind the IDNO will commit to working with the LA to determine the economic threshold for trading unmetered connections MPAN's on a half hourly basis.

#### 5. Charges for use of the IDNO's distribution network

IDNO will publish its DUOS Charging Statements on their websites consistent with their Distribution Licence obligations and the recently developed Common Distribution Charging Methodology (CDCM), which are approved by Ofgem. The IDNO's DUOS charges are structured in the same manner as the host DNO (Western Power Distribution South West Plc). The IDNO will advise the LA of its proposed charges, as shown in the example below:

Distribution Use Of System Charges					
IDNO DUoS charges for use of IDNO embedded networks located in the Western Power Distribution South West Plc' distribution services area.					
Typical IDNO DUoS Charge Code	Description	Typical IDNO LLFC	Unrestricted or Red Unit charge (p/kWh)	Amber Unit charge (p/kWh)	Green Unit charge (p/kWh)
L050	Non Half Hourly Unmetered Supplies	600,602,943	3.203		
L200	Pseudo Half-Hourly UnMetered Supplies	600,602	45.977	1.446	1.104

Where the DUOS charges are to be revised, the IDNO will advise the LA **at least 3 months** prior to the charges being introduced.

#### 6. Street Lighting inventory and Energy Supply

LA will maintain an up to date and accurate inventory of all street lighting equipment maintained by the LA that is supplied via an Unmetered Connection. For new developments, whilst the LA may create inventory records of the lighting assets, the developer will remain responsible for all street lighting equipment, supplies and energy payments until the site is legally adopted by the LA.

LA will submit a separate detailed inventory of equipment to the IDNO's UMSO on a monthly basis. However, if the number of units in operation is very small, the LA and IDNO, may agree to extend the period between inventory submissions, up to a maximum of an annual submission, or

**Comment [p1]:** If there are different profiles then the IDNO will have to issue more than 1 MPAN (Max4). The norm would be 2 MPANs . 1 for the dusk to dawn profile and 1 for the continuous profile (control device).

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**Comment [p2]:** The initial cost may be considerably higher for NHH trading. Most Suppliers also apply an administration charge per NHH MPAN. Why should LA be penalised to accommodate competition? If we do accept this process who will pay additional Meter Administration costs for additional MPAN if we change to HH trading?

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when any equipment changes are made by the LA that would affect the energy profile. **What is the cost implication.**

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The format of the detailed inventory would be as defined in section 7 of the Unmetered Supplies Information document, produced by Elexon ([www.elexon.co.uk](http://www.elexon.co.uk)). A typical sample of a monthly LA inventory submission is shown in Table 1.

Where dimming or part night operation of street lighting equipment is in operation, the monthly (and annual) hours of operation will be based on the appropriate switch regime codes identified for each unit, that will also indicate when hours of dimming are being applied.

The IDNO's will use the coding structure to amend the energy profile on receipt of the monthly inventory submission. Each LA will receive an energy consumption and burn hours profile for each period billed, to enable checks on the accuracy of the energy billing.

## **7. Communication**

For normal day to day communication between IDNO and LA, the contact person will be as agreed locally. Whilst telephones, facsimiles and letters can be used, the use of electronic communications and e-mail should be utilised to enhance communications where practical.

These e-mails can contain work orders, work schedules and AutoCad or .pdf format drawings for the proposed electrical connections or fault service notices. This will aid both parties in performance monitoring as receipt of information can be verified.

To be able to maintain the aims of this SLA both parties will work closely together to ensure communications and exchange of information are such that work is effectively progressed.

IDNO and LA will hold regular meetings in order to discuss local priority works and performance monitoring. In addition the IDNO's representatives and the GMADA Street Lighting steering group should also meet at least once per year to discuss the SLA and any other relevant business.

A list of the key contact details of the LA and IDNO are shown in Table 2. These contact details will need to be confirmed on a regular basis (at least annually). Any amendments to normal contact details should be notified to the other party within 5 working days and any amendments to Emergency Contact details must be notified to the other party within 1 working day.

## **8. Faults and Connection Performance Standards**

All works associated with the provision and maintenance of Unmetered Supplies will be covered by the GSoP's performance standards and associated penalties for failure in performance. The IDNO will provide LA with a monthly performance report for all works carried out in the LA's area.

These performance standards are regulated by Ofgem and both the IDNO and LA will agree the IDNO's performance before IDNO submits its returns to OFGEM.

A copy of the current standards of performance is shown in Appendix A. These standards will be revised in line with any OFGEM proposals or decisions to change the GSoP's.

## **9. Quality of information**

In order to provide, fault location and repair, and maintain electricity supplies to street lighting columns or other street furniture the IDNO require certain information from the LA. The form of this information will be as detailed below:-

### **(a) Repair and Maintenance Activities**

A Lighting Supply Fault Report giving the following information: -

- (i) An LA job reference number with date issued. Upon receipt by IDNO, LA will be issued with IDNO job reference number.
- (ii) An accurate location of the equipment involved. This typically could include the unit number and position (for example, side of, rear of, outside house number, road name post code) or other means as agreed between IDNO and LA if necessary.
- (iii) A description of the work involved, and the number of units affected.
- (iv) The GSoP's priority code of the work involved. (See Appendix A).
- (v) Type of Work:-
  - (1) Work such as faulty service, for which IDNO will normally bear the costs:-
    - (a) No Current
    - (b) Low Voltage
    - (c) Faulty cut-out (i.e. electrically distressed / cracked / no fuse carrier)
    - (d) Loss of Neutral
    - (e) High earth loop impedance

(2) Work for which the [LA] will normally bear the costs:-

- (a) Make Safe (including vandalism or damage)
- (b) Permanent Disconnection
- (c) Reconnect after Make Safe

**(b) New Work / Refurbishment Work**

IDNO will actively promote the use of standard schedule price work wherever possible, as per IDNO Schedule of Street Lighting Charges, in order to minimise administration and timescales. These prices are subject to an annual review.

The LA may request an estimate of the cost for new work or refurbishment work. This will be supported by similar information to that detailed in Section 9. (a) (ii) and (iii) above, and:

- (i) A plan showing the extent of the works and any civil works required from LA.
- (ii) A work schedule detailing the estimated cost based on the standard schedule of prices.
- (iii) After having accepted the estimate, LA will provide an order for the new work or refurbishment work and a programme followed subsequently by a Notice of Erection (as shown in Appendix B), indicating that their site works are complete and the work is ready for completion by IDNO.

Any order for new work / refurbishment work will quote the reference of any estimate IDNO has provided for the works.

If IDNO seek to amend the price stated on the order, the consent of LA must be obtained before the work is commenced.

New work and refurbishment work may include the following:-

- (a) New Capital Lighting Schemes
- (b) Road Improvement Schemes
- (c) Provision of Disconnections / Reconnections
- (d) Transfers
- (e) New Services

(f) Disconnections

**(c) Incomplete Request**

Should any request for work not comply with the Quality of Information Requirements as detailed in section 9, then IDNO will contact the LA within 2 Working Days explaining why the request for work does not comply. The LA, after agreeing the non-compliance, will make the appropriate information available.

**(d) Performance Monitoring**

IDNO will record performance in the format identified by Ofgem and will publish data monthly to each LA. In order to ensure that the performance data is being accurately recorded each LA will also produce its own recorded data for comparison.

**(e) Schedule of Rates**

The IDNO will provide the LA with their schedule of rates charges for generic services offered to the LA in terms of emergency response, fault repair and service connections. The IDNO will update these charges on an annual basis. Where the charges are to be revised, the IDNO will advise the LA at least 3 months prior to the charges being introduced. The schedule of rates is shown in Appendix C.

**10. Work to be carried out**

IDNO will provide and maintain a connection to its low voltage distribution network to be used for Street Furniture. This will be via IDNO double pole service cut out including an HRC fuse of the appropriate rating, supplied and initially fitted by IDNO.

If, in the course of their work IDNO discover that the protective door is missing from a unit, IDNO will secure it with a temporary door provided by LA. IDNO will notify LA of this action and LA will subsequently remove the temporary door and replace it with a permanent door.

**11. Transmission of information**

In order to achieve the Response Times set out in this SLA, it is essential that there is a regular and frequent exchange of information between the two parties. This will usually take the form of fault service letters or work orders from LA to IDNO and notification of Completion of work from IDNO to LA.

In normal circumstances, IDNO will transmit by fax or e-mail, daily or weekly, as appropriate or use other agreed means, details of all work completed. For chargeable works this will be confirmed by invoice later.

**12. Abortive calls and payments**

IDNO will endeavour to achieve the Response Time performance standard for each category of work.

In requesting IDNO to carry out work on street furniture, LA will take all practical steps to ensure that the information supplied to IDNO is accurate and correct. Where incorrect or inaccurate information results in IDNO staff attending work locations at which they cannot carry out the work, an abortive call will be registered. A charge for this abortive call will be made to LA detailing the reason why it is abortive.

Similarly, if IDNO advise LA that work has been completed and this proves to be incorrect and LA staff or their contractors visit site and cannot complete their work, LA will charge IDNO for an abortive call and give the reasons why the charge is being levied.

**13. Standard payments for failure to perform**

All works carried out by the IDNO are covered by the GSoP's performance standards. Where the IDNO fails to complete the works within the specified target then the Local Authority shall be entitled to a payment. The IDNO is responsible for identifying any failures in performance and advise LA of such failures.

Performance against these guaranteed standards, including the levels of compensation paid out will be forwarded to Ofgem on a quarterly basis. All figures are to be agreed between the IDNO and LA before submitting to Ofgem. This information will be published by the consumer champion, Consumer Focus at [www.consumerfocus.org.uk/publications](http://www.consumerfocus.org.uk/publications).

If the IDNO fails to meet any of the standards, payment will be made by cheque, by electronic transmission or as a credit to your connection invoice, within 10 working days of the failure. If the IDNO fails to make the payment within the above timescales a further payment of £50 will be made. However, for administrative convenience the LA may agree a different timescale with the IDNO within which to receive payments in bulk, for example to receive payments on a quarterly basis.

Additionally, where such failures incur additional cost to the LA, such as waiting time for emergency disconnection, the LA will charge IDNO for such waiting time and give the reasons why the charge is being levied.

#### **14. Energisation of LA's street furniture**

When the connection between the LA's Street Furniture requires to be energised this may, by local agreement, be carried out in one of two ways:-

- (a) The LA may subject to the conditions below remove the fuse from the cut out, and connect its installation and replace the fuse thereby energising the connection. The conditions are:
  - i. The LA shall not allow any persons other than "competent persons" as defined in the Electricity at Work Regulations 1989 to do the work;
  - ii. The LA shall test IDNO's equipment at the point of connection to ensure a safe connection / energisation can be made;
  - iii. If the test is satisfactory the LA may remove the fuse from the IDNO cut out;
  - iv. Provided the LA is satisfied that its electrical installation at the unit complies with the IEE Wiring Regulations, replace the fuse in the cut out thereby energising the connection; or
- (b) IDNO may, subject to the following conditions below, connect LA's electrical installation at the unit to IDNO's cut out and energise that connection. The conditions are
  - i. The LA installation must have an inspection label on it or other evidence satisfactory to IDNO's that it has been tested. (The expression "tested" shall mean that the unit complies with the IEE Wiring Regulations);
  - ii. If the LA installation has an inspection label on it or such other evidence as the IDNO considers satisfactory then the IDNO will energise the connection;
  - iii. If there is no inspection label or other evidence then the IDNO will not energise the connection and will report the matter to the LA.
- (c) The LA gives the IDNO a warranty to the effect that
  - (a) any persons employed or engaged by the LA to remove or fit a fuse to the IDNO cut out or carrying out the LA works shall be a "competent person" as defined in the Electricity at Work Regulations 1989;

- (b) where there is a inspection label (or other evidence is provided as outlined above) on the LA installation then that installation complies with the current edition of the IEE regulations;

The IDNO accepts that the G39/H140 qualification that has been issued by the host DNO (ENW) can be used to confirm the competence of staff operating on the units supplied by the IDNO network. The LA will provide IDNO with a list of staff that have been deemed competent on a regular basis.

## **15. Limitation of liability**

Nothing in this Agreement shall exclude or limit the liability of a Party liable for death or personal injury resulting from negligence of the Party liable or any of its officers, employees or agents and the Party liable shall indemnify and keep indemnified the other Parties their officers, employees or agents from and against all such and any loss or liability which the other Parties may suffer or incur by reason of any claim on account of death or personal injury resulting from negligence of the Party liable or any of its officers, employees or agents.

## **16. New Roads and Street Works Act (NRSWA) 1991 and Traffic Management Act (TMA) 2004**

Whilst street lighting works are deemed works for road purposes (i.e. works for the LA) the IDNO must treat them as street works and therefore follow the same duties as a statutory undertaker.

Therefore, the IDNO must follow guidance from the New Roads and Street Works Act 1991 (NRSWA), Traffic Management Act 2004 (TMA), Highways Act 1980 (HA) and their Codes of Practices. It must also be noted that all Greater Manchester Authorities are looking to become a "Permit Authority" under the Traffic Management Act 2004.

### **16.1 Notice and Co-ordination of works**

The IDNO shall give advance notice to the LA. The way this must be undertaken and the information that must be provided is set out by the "Code of Practice for the Co-ordination of Street Works and Works for Road Purposes and Related Matters". Different periods of notice will be required for different categories of work - in general the IDNO must provide a start date given advance notice. Notices should be given using the Electronic Transfer of Notices system (EToN). Information on this is within the "Technical Specification for the Electronic Transfer of Notices".

### **16.2 Traffic Sensitive Streets and Directions**

The LA has designated some streets as traffic sensitive. These are streets that have days or times of the day that are particularly busy and works should not go ahead within these times unless there is no alternative and an agreement has been given. The LA can provide a list of traffic sensitive streets.

### **16.3 Safety on the Highway**

Under both NRSWA and the TMA the IDNO has a duty to carry out work safely on the highway. IDNO's are expected to carry out works in accordance with the "Safety at Street Works and Road Works – A Code of Practice". The code applies to all works in the highway but more detailed advice can be found in "Chapter 8 of the Traffic Signs Manual".

If IDNO's are found to have inadequate signing, guarding or lighting they will be contacted by the LA and asked to rectify the problem within 2 hours if deemed high risk or 4 hours if deemed low risk. The IDNO shall ensure the inadequacy is made good and inform the LA within the prescribed time. The LA will take remedial action and re-charge for their costs if the IDNO fails to make good the inadequacy or fails to inform the LA.

### **16.4 Qualifications**



The execution of works must be supervised by a person who is qualified and accredited in accordance with Section 67 of the New Roads and Street Works Act 1991. In addition an accredited operative must be on site at all times when work is in progress.

### **16.5 Reinstatements and Inspections**

The IDNO executing works shall reinstate the highway in accordance with the "Specification for Reinstatement of openings in highways". The guarantee shall begin on the completion of the permanent reinstatement and shall run for 2 years or 3 years if the opening was over 1.5 metres.

The LA may carry out investigatory works as appear to them necessary to ascertain whether the IDNO has complied with the specification. If a failure is discovered the IDNO shall bear the cost of the investigatory works and any works required to rectify the reinstatement.

In addition, further inspections may be undertaken by the IDNO for example sample inspections. This is a procedure which involves inspection of a structured random sample of works at various stages during works and the reinstatement guarantee period to determine the performance of the IDNO. The LA will bear the cost of carrying out the random inspection. Further information on the type of inspections and procedures for dealing with performance that the LA can undertake is in the "Code of Practice for Inspections".

If non compliance in reinstatements is discovered by the LA they will also follow the procedure laid out in the code. Defects discovered not causing danger will be subject to a joint meeting between the LA and IDNO within 10 days. The IDNO should carry out remedial works within 10 days after the joint meeting.

If defects are discovered that are likely to cause danger the LA will notify the IDNO. The IDNO shall take immediate action to make the site safe by signing, lighting and guarding or carry out an interim/permanent reinstatement or other agreed method. The IDNO shall contact the LA within 2 hours of the notification with the actions taken. The LA will take remedial action and charge for their costs if the IDNO fails to make good the defect or fails to inform the LA.

### **16.6 Prolonged occupation of the highway**

The IDNO executing works in the highway shall complete these as quickly as possible. Within the notice served intending to carry out work a start date and estimated end must be provided. This will provide the LA with the IDNO's estimated duration. The LA may challenge the duration within 2 days for minor or immediate works or 5 days for major or standard works and give their estimated duration of works. IDNO's may wish to challenge the LA's duration by serving notice and discussions should take place to resolve the differences.

If durations are not challenged or agreement has been made this will set the "reasonable period" and IDNO is expected to complete their works within this time-scale. If works are prolonged through unforeseen circumstances, for example weather conditions, the IDNO and LA should agree a revised duration however the request to extend the period must be done before the end of the reasonable period.

### **16.7 Traffic signals and Road Closures**

The Safety at Street Works and Road Works – A Code of Practice gives advice on situations where portable traffic signals may be required. Approval in writing will be needed from the LA when portable signals are used on the highway except in urgent situations where they will be given verbally.

If the IDNO feels that he requires a road closure to undertake the works he must contact the LA. If the LA agrees and carry out a closure under section 14 of the Road Traffic Regulation Act 1994 the IDNO must follow out their procedures in dealing with temporary traffic regulation orders/notice. The Highway Authority can also recover the cost for administration, making the order and advertising in the local press.

## **17. Independent Connection Providers (ICP)**

Under Ofgem's Competition in Connections framework, LA's can use an ICP to provide most types of connections services. The IDNO's will enter into a Tri-partite agreement with LA and a suitably approved and/or accredited ICP. The following range of works will be allowed to be carried out by an ICP:

- (a) New Service Connections;
- (b) Transfer Services
- (c) Disconnection Services

Additionally, the IDNO will allow the LA to employ ICP's to carry out minor fault repairs such as replacing smashed cut outs within an item of street furniture (where these cost would normally be chargeable to an LA) where no damage to the integrity of their supply service network has occurred.

A list of the ICP's that are presently IDNO NERS accredited ICP's that have access to one or more IDNO networks are listed in Appendix D.

## **18. Availability of IDNO asset records**

Prior to the completion of the adoption of land containing IDNO services to street furniture the IDNO will provide the adopting Local Authority with a site polygon drawing clearly outlining the geographic extent of the IDNO network. In addition, as a minimum, IDNO's will provide quarterly updates of their asset records to the LA that have completed adoption agreements for IDNO sites.

Where networks are more dynamic, records will be provided more frequently as the network changes. IDNO's will make records available through a GIS based system, if available.

Additionally, IDNO's will provide service drawing information requested by Contractors acting on behalf of / or representing the Authority.

## **19. General conditions**

No variations to this Service Level Agreement shall be effective unless agreed in writing and signed by both parties. This SLA is not intended to be for the benefit of any persons not a party to it

## **20. Review of this Service Level Agreement (SLA)**

**19.1** It is acknowledged that this SLA, while not comprehensive, provides the base for a working arrangement between staff from LA and IDNO. The primary objective of this SLA is to standardise the response and performance, to regularise interface operations and communication between the two parties.

**19.2** To support those intentions meetings will be held as necessary to review progress. In case of dispute, both parties will use their best endeavours to resolve the dispute with the needs of the general public being the major consideration.

**Signed:-** .....

***On behalf of the [LA]***

*Print name and designation* .....

**Date**

**Signed:-** .....

***On behalf of the [DNO]***

*Print name and designation* .....

**Date :**

## Abbreviations

**Authority** – Local Authority (named on the SLA)  
**SLA** – Service Level Agreement  
**IDNO** – Independent Distribution Network Operator (named on the SLA)  
**LA** – Local Authority (named on the SLA)  
**GSOP** - Guaranteed Standards of Performance  
**MPAN** – Meter Point Administration Number  
**DUOS** – Distribution Use of System Charges  
**CDCM** - Common Distribution Charging Methodology  
**Ofgem** - Office of the Gas and Electricity Markets  
**DNO** – Distribution Network Operator  
**UMSO** – Unmetered Supplies Operator  
**DNO** - Distribution Network Operator  
**NERS** - National Electricity Registration Scheme  
**Ln/m** – linear metre  
**Mtr** - metre

## Definitions

- (a) Working Day - 07.30 am to 17.00 p.m., Monday to Friday inclusive, but excluding public holidays.
- (b) Starting Date – refer GSoP's.
- (c) Connection Completion Date – refer GSoP's.
- (d) Electrical Completion - refer GSoP's.
- (e) Completion Date - The date that the highway has been fully reinstated and returned to normal operational conditions.
- (f) Response Time – refer GSoP's.

**Appendix A – GSoP's**

**Unmetered Connections  
Guaranteed Standards of Service for  
Electricity Distribution Companies in England, Wales & Scotland  
November 2011**

## Introduction

This guide sets out the standards for unmetered services to street lighting or street furniture provided by the electricity distribution company that owns the electricity wires and cables by which electricity is supplied to your equipment. In this document the electricity distribution company is referred to as “we” and “us”. This guide summarises the Electricity (Connection Standards of Performance) Regulations 2010, insofar as those regulations relate to unmetered connections.

Ofgem, the industry regulator, sets the standards. If the distributor fails to meet these standards then you are entitled to receive a payment.

These standards apply to authorities responsible for street lighting and street furniture, referred to in this document as “you”.

These standards do not apply to schemes involving more than 100 units of street lighting or other street furniture, or street lighting or street furniture schemes requiring HV works.

These standards do not apply where the Local Authority has entered into a separate bi-lateral agreement with the electricity distributor in respect of performance standards.

Sometimes the standards may not apply, including under exceptional circumstances, or due to events beyond our control, industrial action, actions of third parties, not being able to gain access to our equipment, or NRSWA restrictions. If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the circumstances occurring and to prevent failure.

## UNMETERED CONNECTION STANDARDS

### Fault Repairs

If you notify us of a fault repair affecting your unmetered equipment that needs to be carried out by us we will respond in the following timescales. If we fail to meet the standard, we will make the appropriate payment.

Service	Fault Repairs – street lighting or street furniture	
	Timescale	Failure Payment
Works to remove immediate danger to the public or property	Attend on site within 2 hours	£50
High-priority fault repair to traffic lights	Restore supplies within 2 calendar days	£10 per working day late
High-priority fault repair not involving traffic lights	Restore supplies within 10 working days	£10 per working day late
Multiple-unit fault repair to street lights	Restore supplies within 20 working days	£10 per working day late
Single-unit fault repair to street lights or street furniture	Restore supplies within 25 working days	£10 per working day late

### Provision of Quotations for New Works

If you ask us for an individual quotation for a connection scheme outside of our published standard charges, we will provide this within 25 working days from when you have given us all the information that we need and paid us any applicable fees.

If we fail we will pay you £10 for each working day we are late.

This standard does not apply if you request a quotation for a scheme that causes the total number of units of street lighting or other street furniture that you have requested quotations for in the current month to exceed 115% of the monthly average for the last calendar year.

## **Completing New Works**

### **(a) Works on a New Site**

Once we have received written acceptance of our quotation and you have paid the full amount quoted, and you have confirmed that any prerequisite works for which you are responsible have been completed (e.g erection of street lighting columns), we will agree a date to complete the requested scheme. Once a date is agreed to complete the works, this may be varied by your request or agreement or as notified by us (for example due to delays in obtaining TMA permits, NRSWA restrictions or other access problems, or if severe weather causes us to postpone planned works). We will complete the works on the agreed date.

If we fail we will pay you £10 for each working day we are late completing the scheme.

This standard does not apply if you request works that cause the total number of units of street lighting or other street furniture that you have requested a connection for in the current month to exceed 115% of the monthly average for the last calendar year.

### **(b) Works In An Existing Adopted Highway**

Once you have confirmed that any prerequisite works for which you are responsible have been completed (such as erecting street lighting columns), we will complete the requested scheme within 35 working days. This may be varied by your request or agreement or as notified by us (for example due to delays in obtaining permits, Local Authority restrictions or other access problems, or if severe weather causes us to postpone planned works).

If we fail we will pay you £10 for each working day we are late completing the scheme.

This guarantee does not apply if you request works that cause the total number of units of street lighting or other street furniture that you have requested a connection for in the current month to exceed 115% of the monthly average for the last calendar year.

## **Notification Of Payment Under Guaranteed Standards**

If we fail to meet any of the standards we will make your payment by cheque, by electronic transmission or as a credit to your connection invoice, within 10 working days of the day of failure (for emergency-response fault repairs) or within 10 working days of completing the service (for all other standards covered by this document).

If we fail to make the payment within the above timescales we will send you an additional £50.

Please note that for administrative convenience you can agree a different timescale within which to receive payments in bulk. For example you may wish to receive payments quarterly. Please contact the distributor to agree this.

## **Disputes**

If you have a dispute that you cannot resolve with us about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision.

In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action that may be open to you because of the distributor's failure.

## **Contacting Your Electricity Distributor**

To request a service from your electricity distributor please telephone them on the numbers below. Further contact details will be available on their website.

Please note if you ring or email your electricity distributor outside normal working hours, they will treat your request as having been received at the start of business on the next working day.

Where your distributor is willing to accept requests by telephone, such requests are covered by the 'provision of quotations' standard referred to above.



## Appendix B – Notice of Erection

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To IPNL Street Lighting	Fax Number - 0871 4290426 E-Mail - enquiries@envoyonline.co.uk
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Erection Notice 1-10 Supplies  
To be accompanied by a PDF-drawing Scale 1/1250 or 1/500

Today's- ___/___/___ Date	Order Number - .....
	Order Date - ___/___/___

Clients Name - ..... Contact Number - .....

Council - .....

Unit Number	Location - O/S Plot Number	Road Xing Y/N	Length of Trench	Type of Service	Grid Reference
			(Excluding Rx) * only fill in if over 5 metres		

Columns Erected	Yes / No
Duct Installed	Yes / No
Cut Out Type Required	Single Pole / Double Pole
Road Crossing Required	Yes / No
Traffic Sensitive	Yes / No

All of the above fields are mandatory for the erection notice to be processed.  
The supply must be ready for connection upon receipt of this notice.  
If the above criteria are not met the notice will be returned.

### Appendix C – Schedule of Rates

<b>Street Lighting – Electrical Service Connections Schedule of Rates</b>					
Description	Unit	Normal Time	Outside Normal time	Saturday	Sunday
		£	£	£	£
Lamp same side Connection (Up to 5 mtrs excavation in footpath)	Each	£587.85	£815.88	£929.89	£1,043.91
Lamp Cross Side Connection (Class 2,3,4 road crossing plus up to 5 mtrs excavation in footpath)	Each	£1,025.87	£1,463.99	£1,683.04	£1,902.09
Lamp Cross Side Connection duct by others (as LXS except road crossing installed by others)	Each	£240.55	£286.01	£308.73	£331.45
Lamp Transfer (up to 5 mtrs excavation in footpath)	Each	£455.02	£633.53	£722.79	£812.04
Lamp Disconnect	Each	£117.96	£153.14	£170.73	£188.32
Lamp Reconnect (up to 1 mtr excavation in footpath)	Each	£281.42	£398.33	£456.79	£515.24
Same Day Column Transfer (direct replacement)	Each	£137.06	£156.59	£166.36	£176.12
Lamp Same Side Overhead to underground Connection (as per LSS except where connection is made to existing overhead line)	Each	N/A	IPNL do not operate any overhead line networks		
Lamp Same Side Overhead to underground Connection (as per LXS except where connection is made to existing overhead line)	Each	N/A	IPNL do not operate any overhead line networks		
Excavate, to install additional length of service cable	Ln/m	£64.14	£96.21	£112.25	£128.28
Install additional length of service cable	Ln/m	£10.56	£14.44	£16.38	£18.32
Abortive Visit	Each	£154.56	£231.84	£270.48	£309.12

**Normal Time is Monday to Friday 07.30 to 17.00**  
**Outside Normal Time Monday to Friday 17.01 to 07.29**  
**Saturday – all times**  
**Sunday – all times**

<b>Street Lighting Emergency Call Out Schedule of Rates</b>				
	<b>Normal Time</b>	<b>Outside Normal time</b>	<b>Saturday</b>	<b>Sunday</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Knockdown Emergency Disconnect (With Dig &amp; Reinstatement)</b>	£608.80	£883.20	£1,020.40	£1,157.60
<b>Knockdown Emergency Disconnect (No Reinstatement)</b>	£420.82	£601.23	£691.44	£781.64
<b>Knockdown &amp; Transfer (Up to 5m, with Dig &amp; Reinstatement)</b>	£808.44	£1,182.66	£933.75	£1,556.88
<b>Knockdown &amp; Transfer (Up to 5m, No Reinstatement)</b>	£559.29	£808.93	£933.75	£1,058.57
<b>Abortive Visit</b>	£154.56	£231.84	£309.12	£386.40
<b>Accompanying Engineer Visit (Cost per Hour)</b>	£56.00	£84.00	£112.00	£140.00

**Normal Time is Monday to Friday 07.30 to 17.00**  
**Outside Normal Time Monday to Friday 17.01 to 07.29**  
**Saturday 0.01am to Sunday 0.00pm**  
**Sunday 0.01am to Monday 0.00pm**

<b>Street Light Fault Repairs Schedule of Rates</b>				
	<b>Normal Time</b>	<b>Outside Normal time</b>	<b>Saturday</b>	<b>Sunday</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Cut - Out Change (With Dig)</b>	£452.40	£654.80	£857.20	£1,059.60
<b>Cut - Out Change (No Dig)</b>	£165.13	N/A	N/A	N/A
<b>Replace Damaged Fuse Carrier</b>	£150.63	N/A	N/A	N/A
<b>Abortive Visit</b>	£154.56	£231.84	£309.12	£386.40
<b>Accompanying Engineer Visit (Cost per Hour)</b>	£56.00	£84.00	£112.00	£140.00

**Normal Time is Monday to Friday 07.30 to 17.00**  
**Outside Normal Time Monday to Friday 17.01 to 07.29**  
**Saturday 0.01am to Sunday 0.00pm**  
**Sunday 0.01am to Monday 0.00pm**

**Appendix D – List of NERS accredited ICP’s that have access to one or more IDNO networks**

Name of ICP	Accredited with IDNO
Areva T&D High Voltage Systems	
Carillion Utility Services	
Morrison Utility Services	
Power systems UK Ltd	
RCD Contractors Ltd	
Southern Electric Contracting	
Sterling Power Utilities Ltd	
PN Daly	
Clancy Docwra	
Dragon Infrastructure	
Veolia	
Scottish Power Connections	
Amey	

**Table 1 – BSCP 520 Standard Inventory Format**

Field No.	Name	Details Required	Type	Length	Start Position	Finish Position
1	Road Reference	e.g. Ordinance Survey Number	Text	8	1	8
2	Town, Parish, District		Text	30	9	38
3	Road Name		Text	30	39	68
4	Location		Text	20	69	88
5	Unit Type	Identifies the record as a lamp or a sign, etc. B = bollard; F = school crossing flashers; L = street light; M = miscellaneous; P = pillar; R = Refuge Beacon; S = sign light; T = traffic signal equip; Z = Belisha Beacon (Zebra)	Text	1	89	89
6	Unit Identity	Identity shown on unit (if any)	Text	12	90	101
7	CMS Unit Reference	Unique alphanumeric identifier of the CMS Unit (if applicable)	Text	12	102	113
8	Charge Code	Appropriate BSCP520 code	Numeric	13	114	126
9	No. of Items	Number of items of this charge code at this location	Numeric	3	127	129
10	Switch Regime	Appropriate BSCP520 code	Numeric	3	130	132
11	No. of Controls	Number of PECs or time switches on the item	Numeric	1	133	133
12	Control Charge Code	Appropriate BSCP520 code for the control device	Numeric	13	134	146
13	Ordinance Survey Grid ref 'East' or Latitude	This can be either in Latitude or Eastings	Text	11	147	157
14	Ordinance Survey Grid	This can be either in	Text	11	158	168

  

Field No.	Name	Details Required	Type	Length	Start Position	Finish Position
15	ref 'North' or Longitude Exit Point (Optional)	Longitude or Northings Y if Yes, N if No, U if Unknown	Text	1	169	169

**Table 1 – Typical LA monthly inventory file submission using BSCP 520 standard file format**

Road Reference	Town	Road Name	Location	Unit Type	Unit No.	CMS Ref.	Charge Code	No. of Items	Switch Regime	No. of Controls	Control Charge Code	Ordinance Survey Easting	Ordinance Survey Easting	Exit Point
002084	Wigan	Market Street	Jcn Lever St	L	0006		4101810000100	001	808	1	9400011000100	358141	405825	N
002084	Wigan	Market Street	o/s Northwood Estate	L	0005		4101810000100	001	808	1	9400011000100	358155	405795	N
002084	Wigan	Market Street	o/s Lloyd's Pharmacy	L	0007		4101810000100	001	808	1	9400011000100	358130	405850	N
002084	Wigan	Market Street	Opp Crofters Ams	L	0003		4101810000100	001	808	1	9400011000100	358189	405749	N

**Table 2 - Electricity Distribution Company Contact details**

<b>Company</b>	<b>Area Covered</b>	<b>Emergency/ Faults (24 hour)</b>	<b>Unmetered Connections Enquiries (Mon-Fri)</b>	<b>Unmetered Supply Fault Enquiries (Mon-Fri)</b>
Independent Power Networks Limited	South Gloucestershire Council District	Tel: 0800 013 0849	Tel: 0870 403 0001 Email: Siteworks@inexus.co.uk	Tel: 0870 403 0001 Email: IncidentFax@envoyonline.co.uk
Business Manager	Neil Fitzsimons	Tel: 02920 314235 Mob: 07825 379387 Email: Neil.Fitzsimons@inexus.co.uk		
Business Address	Independent Power Networks Limited, Inexus Group Ltd, Driscoll Building 2, Ellen Street, CARDIFF CF10 4BP			
Billing Address	Independent Power Networks Limited, Inexus Group Ltd, Driscoll Building 2, Ellen Street, CARDIFF CF10 4BP			
Unmetered Supply Service Standards	Commercial&Regulatory@envoyonline.co.uk			
Tri-Partate Agreements	Commercial&Regulatory@envoyonline.co.uk			